APPENDIX C

REQUIREMENTS
AND
RESPONSE DOCUMENTS

TABLE OF CONTENTS

HOA.852550.1

EXHIBIT 1 – MINIMUM REQUIREMENTS

MINIMUM REQUIREMENTS AND RESPONSE DOCUMENT

Minimum Requirements establish a threshold for County to complete a full evaluation. Minimum Requirements items will also be covered within other areas of the RFP such as the Desired Features matrix, the Statement of Work and narratives, for clarification and evaluation scoring purposes. A Minimum Requirement that has been initially marked as passing during the initial review, may later, upon more detailed evaluation process, be deemed noncompliant by County. County reserves the right to revise the initial Minimum Requirements finding and provide appropriate notification.

Note: Electronic version of this Minimum Requirements matrix is on the Website for Downloading and Response Use.

			Place an "X" for each Minimum Requirement Met		
	MINIMUM REQUIREMENTS **Self Evaluation**		Standard configuration or Solution meets Minimum Requirements.	Changes to standard configuration will be made to comply with Minimum Requirements included in base cost to County.	Not in use.
1	Solution shall be an existing commercial off the shelf (COTS) solution.				
2	Solution shall include vendor supplied database and application hosting and related services, including maintenance, support, regular updates and County approved Service Level Agreement.				
3	Solution shall be a true Web application, including data entry, storage, and retrieval system that operates in real time from the hosted source.				
4	Solution shall currently exist as a community and senior center hosted application and be in production in community and senior center sites that can be equated to the needs and sizing configuration of Los Angeles County.				
5	Solution shall include interaction with touch screen stations at multiple entry points to CSS Community and Senior Centers (Centers) that will allow consumers who arrive at the Centers to self-register for services and activities.				
6	Solution shall include interaction with standard barcode scan capability readers (example: 39 barcode standard) at each point of entry for participants and / or other designated staff use.				
7	Solution shall include County owned and provided client workstations. County specified workstation, web browser, OS and other software that may be used in other County processes. Vendor recommended touchscreens, barcode reader and optionally (County discretion) portable barcode reader with memory and/or wireless data entry. Vendor shall provide all required client drivers, other client required software and configuration instructions and assistance to the County.				
	Solution shall warrant that:				
8	(i) that development, maintenance, data hosting, Service Level Agreement and other support is all completed within the continental United States;				

EXHIBIT 1 – MINIMUM REQUIREMENTS

	MINIMUM REQUIREMENTS Self Evaluation		Place an "X" for each Minimum Requirement Met			
			Standard configuration or Solution meets Minimum Requirements.	Changes to standard configuration will be made to comply with Minimum Requirements included in base cost to County.	Not in use.	
9	(ii) that County data in detail or summary cannot be transported on any media, transmitted or viewed in any form outside of the continental United States;					
10	(iii) that County data in detail or summary cannot be available to any party other than the County for a purpose not explicitly covered under the Statement of Work.					
11	Solution shall include security measures that meets or exceeds County standards including access to data, data hosting, and physical security.					
12	Solution shall include a response time monitoring method in compliance with the Statement of Work.					
13	Solution shall include Data Migration in compliance with the Statement of Work.					
14	Solution shall include consumer data import into the Solution internal application including a County ID number for barcode scanning of consumers in compliance with the Statement of Work.					
15	Solution shall include full data extractions and regular scheduled transmissions to the County Data Warehouse in compliance with the Statement of Work.					
16	Solution shall include a Training component in compliance with the Statement of Work.					
17	Solution shall include Implementation Services component in compliance with the Statement of Work.					

EXHIBIT 2 – DESIRED FEATURES

DESIRED FEATURES AND RESPONSE DOCUMENT

Any of the features below ("Desired Features") that are claimed to be in or are being added to the Solution's feature set will be included in the resultant Agreement (if awarded) with the County as System Requirements. Includes, include or including means includes, but is not limited to. Potential vendor has the option to indicate that a feature is not in the Solution or could be added and that the costs are on the Pricing Sheet. **County, in its sole discretion, will elect whether or not to add any Desired Feature. Therefore "Add on" costs do not increase cost proposal, unless the feature is elected by County to be added, in which case it is counted for all submitting vendors.**

Note: Electronic version of this Desired Features matrix is on the Website for Downloading and Response Use.

Desired Features Self Evaluation		Place an "X" or date as indicated.					
		X	X	X	Date	X	X
		Yes - Standard Feature and it is **Table Driven Modifiable by County**	Yes - Standard Feature and it is **Table Driven Modifiable by Vendor**	Yes - Standard Feature **not table driven**	Yes - Standard Feature already in final development. Enter **Release**	**No** - Not Currently in Solution or is not compatible with system design.	**Pricing to Add on** is on Cost Sheet, as appropriate.
Business Functionality							
1.1	Solution includes allowing the scheduling of daily events, by appropriate staff including local center staff and central administrative staff.						
1.2	Solution includes allowing maintenance of the consumer database maintained by appropriate staff including local center and central administrative staff.						
1.3	Solution includes an additional field and searchable index of a County specified ID number for participants within the consumer database. This County specified ID number will be imported as specified in the SOW.						
	Solution includes recording of services;						
1.4	(i) by identifiable individual for an activity / event. (Individual Service, usually barcode scanned.)						
1.5	(ii) by a single entry of number of persons in the group for an activity / event. (Group Services, usually entered as a summary number for a group.)						
1.6	(iii) that has both Individual Service recorded and Group Services recorded for the same activity / event. (Mixed event where some persons are scanned and the others are a count only.)						
1.7	Solution includes having the ability to schedule events in advance, by appropriate staff including local center and central administrative staff.						

EXHIBIT 2 – DESIRED FEATURES

Desired Features Self Evaluation		Place an "X" or date as indicated.					
		X	X	X	Date	X	X
		Yes - Standard Feature and it is **Table Driven Modifiable by County**	**Yes** - Standard Feature and it is **Table Driven Modifiable by Vendor**	**Yes** - Standard Feature **not table driven**	**Yes** - Standard Feature already in final development. Enter **Release**	**No** - Not Currently in Solution or is not compatible with system design.	**Pricing to Add on** is on Cost Sheet, as appropriate.
1.8	Solution includes having events come from a table of standard event types and names maintained by designated County staff.						
1.9	Solution includes having an override for adding additional events that are not in the "table of standard event types and names".						
1.10	Solution includes allowing service entry by multiple means including consumer self-check-in, staff registration and check-in.						
1.11	Solution includes allowing temporary short registration so that a consumer can select services and enter without having to complete a full registration.						
1.12	Solution includes having free text comment areas for entering notes and other information into the Solution.						
1.13	Solution includes having the ability to indicate and capture AAA services.						
1.14	Solution includes having the ability to extract AAA Services and format electronically for batch input to County Harmony SAMS system.						
	Solution includes having the ability to capture, store and print;						
1.15	(i)lists of consumers for a scheduled activity;						
1.16	(ii) lists of consumers for a scheduled activity with emergency contact information. Examples: consumers that may use physical workout equipment or attend field trips sponsored or provided by the Center.						
1.17	Solution includes having the ability to quickly capture small but important services that staff provides such as information given, a referral, phone number given, by phone call or in person. Example: Male over 65 given information on senior meals program. Staff has a short cut with a mouse click or two.						
1.18	Solution includes County making a consumer inactive and also reactivating a consumer that was made inactive.						
1.19	Solution includes linking to Web mapping of any address stored in the system and local printing of maps.						
	Note: Next two items are search related.						
1.20	Solution includes a manually requested search against existing consumers.						
1.21	Solution includes when entering a new consumer, automatically searching against existing consumers and suggesting of possible matches for user to select.						
User Interface							
2.1	Solution must include standard barcode scanning capability and scanner that can identify the consumer to the system at each point of entry for participants and / or other County designated staff use.						

EXHIBIT 2 – DESIRED FEATURES

	Desired Features Self Evaluation		Place an "X" or date as indicated.					
			X	X	X	Date	X	X
			Yes - Standard Feature and it is **Table Driven Modifiable by County**	**Yes** - Standard Feature and it is **Table Driven Modifiable by Vendor**	**Yes** - Standard Feature **not table driven**	**Yes** - Standard Feature already in final development. Enter **Release**	**No** - Not Currently in Solution or is not compatible with system design.	**Pricing to Add on** is on Cost Sheet, as appropriate.
	Solution includes a 'designed for' consumer facing touch screen;							
2.2	(i) with simplified menus.							
2.3	(ii) with graphic symbols in addition to simple menus. Example: A menu 'Nutrition' or 'Meals' would also have a picture / graphic of a plate of food or a recognizable symbol of that menu selection.							
2.4	Solution includes multiple user interfaces, including staff, and simplified consumer displays and menus.							
2.5	Solution includes displays in multiple languages.							
2.6	Solution includes menus that progressively step down to more detail menus vs. listing many or all menu options on one screen.							
2.7	Solution includes alternate methods for consumer check-in that is easy for consumers to use themselves. Example: Client forgot or lost barcode scan card. Touch screen for entering last name (or phone number, or barcode ID number).							
2.8	Solution includes use of "type ahead" searching as client types last name displayed pick list becomes shorter and shorter until they can select themselves from that list.							
2.9	Solution includes visual interface designed to be compliant with Americans with Disability Act for aging or visually impaired consumer or County staff users.							
2.10	Solution includes a user friendly approach of notifying a consumer that they have not completed registration but can select services and complete registration later.							
System								
3.1	Solution is a true Web application and includes data entry, storage and retrieval systems that operate in real time from the hosted source.							
3.2	Solution currently exists as community and senior center hosted and is in production at sites that can be equated to the needs and sizing configuration of the County.							
3.3	Solution includes robust security features that meets or exceeds County standards.							
3.4	Solution includes protection for all information both specific and summary stored within the system from any access unless specifically authorized by the County.							
3.5	Solution includes providing periodic data extracts to County data warehouse.							
3.6	Solution includes accepting periodic import of consumers, standard demographics, and County ID numbers.							
3.7	Solution includes touch screens data entry at multiple entry points to the County centers.							

EXHIBIT 2 – DESIRED FEATURES

	Desired Features Self Evaluation		Place an "X" or date as indicated.					
			X	X	X	Date	X	X
			Yes – Standard Feature and it is **Table Driven Modifiable by County**	**Yes** – Standard Feature and it is **Table Driven Modifiable by Vendor**	**Yes** – Standard Feature **not table driven**	**Yes** – Standard Feature already in final development. Enter **Release**	**No** – Not Currently in Solution or is not compatible with system design.	**Pricing to Add on** is on Cost Sheet, as appropriate.
3.8	Solution includes standard barcode scanner data entry at multiple entry points to the County centers.							
3.9	Solution includes capability for County to "upload" scanned consumer and services from a portable hand scanner. Example: Remote part of center, staff goes at beginning of event / activity and scans consumers cards that are participating or remote field trip starting not starting from center.							
3.10	Solution includes an open architecture, such that County requests for adding features can be accommodated. Example: County may request feature 3.9 so that County could upload services from a wireless scanner. Can the Solution accommodate and price the request if the request was actually made?							
3.11	Solution includes extensive use of tables to drive the system.							
3.12	Solution includes tables for services and other reference tables modifiable by appropriate County staff.							
3.13	Solution includes use County accessible tables for drop down menus for completing standard data entry fields.							
	Solution includes Ad Hoc reporting tools that:							
3.14	(i) allows County access to a subset of entered and viewable data.							
3.15	(ii) that is robust and allows County access to all entered and viewable data.							
3.16	Solution includes allowing customizing community/senior center activities and events by appropriate level County staff.							
3.17	Solution includes tracking consumers and services at both the group and individual level.							
3.18	Solution includes the ability to import consumer data from other sources.							
3.19	Solution includes the ability to export hosted data to County.							
3.20	Solution includes having a robust search and retrieval of records.							
3.21	Solution includes calculating age of person based on DOB or estimated DOB.							
	Solution includes tools for merging / splitting consumers stored within the system;							
3.22	(i) County accessible tools,							
3.23	(ii) Vendor accessible tools.							
	Solution includes that Reports can be run by local and central administrative staff;							
3.24	(i) Standard reports,							
3.25	(ii) Ad Hoc reports.							
3.26	Solution includes a "Sandbox" environment for demonstrations, testing and training, for the term of the Contract.							
	System Advanced							

EXHIBIT 2 – DESIRED FEATURES

Desired Features Self Evaluation		Place an "X" or date as indicated.					
		X	X	X	Date	X	X
		Yes - Standard Feature and it is **Table Driven Modifiable by County**	Yes – Standard Feature and it is **Table Driven Modifiable by Vendor**	Yes - Standard Feature **not table driven**	Yes - Standard Feature already in final development. Enter **Release**	**No** - Not Currently in Solution or is not compatible with system design.	**Pricing to Add on** is on Cost Sheet, as appropriate.
4.1	Solution includes ability to authenticate consumers via biometrics.						
4.2	Solution includes ability to interface with Harmony SAMS system.						
4.3	Solution includes ability for consumers to complete a self intake via Web.						
4.4	Solution includes ability for consumers to register for activities or events via Web.						
4.5	Solution includes ability for "dashboards" for location directors and central administration to monitor activities and events.						
4.6	Solution includes ability for County to add/modify screen fields.						
4.7	Solution includes ability for County to create forms for entering data into the system.						

Desired Features Self Evaluation		Place an "X" or date as indicated.					
		X	X	X	Date	X	X
		Yes - Available Standard System Report	Yes - **Partially** available as Standard System Report	Yes - County can create a **stored Ad Hoc** report	**Yes** - County can create **Ad Hoc** report but **cannot store** and reuse.	**No** or Not Currently in Solution or is not compatible with system design.	**Pricing on Cost Sheet** to add feature on as appropriate.
Reporting							
5.1	Solution includes having reports for all AAA services						
	Solution includes having a report for temporary or partial registrations that can be printed including;						
5.2	(i) a short reminder;						
5.3	(ii) a prepopulated registration form;						
5.4	(iii) a list that could print for consumers within a timeframe that have temporary or partial registrations.						
	Solution includes having reports to print;						
5.5	(i) of consumers that have attended or are going to attend an event,						
5.6	(ii) emergency contact information in addition to consumers participating that may be attending an event. Example: A field trip to a museum.						

EXHIBIT 2 – DESIRED FEATURES

	Desired Features Self Evaluation		Place an "X" or date as indicated.					
			X	X	X	Date	X	X
			Yes - Available Standard System Report	**Yes - Partially** available as Standard System Report	**Yes -** County can create a **stored Ad Hoc** report	**Yes -** County can create an **Ad Hoc** report but **cannot store** and reuse.	**No** or Not Currently in Solution or is not compatible with system design.	**Pricing on Cost Sheet** to add feature on as appropriate.
	Solution includes selecting standard reports by multiple filters including;							
5.7	(i) one center, multiple centers, or all centers,							
5.8	(ii) specified time periods,							
5.9	(iii) one, multiple, or all services or events.							
	Solution includes selecting Ad Hoc reports by multiple filters including;							
5.10	(i) one center, multiple centers, or all centers,							
5.11	(ii) specified time periods,							
5.12	(iii) one, multiple, or all services or events.							
	Solution includes having a report for printing an event calendar for;							
5.13	(i) a specific center, in both calendar format and list format,							
5.14	(ii) for multiple or all centers in both calendar format and list format.							
	Solution includes allow for multiple means of report output including;							
5.15	(i) send to local printer,							
5.16	(ii) export to local PDF file,							
5.17	(iii) Export to local Excel file.							
	Solution includes providing ongoing activity reports, that includes demographic information, date, and activity / service type including;							
5.18	(i) by one location,							
5.19	(ii) by multiple locations,							
5.20	(iii) by all locations.							
	Solution includes activity, services, and summary reports to County that includes multiple filters and sorts including;							
5.21	(i) date,							
5.22	(ii) location or locations,							
5.23	(iii) activity,							
5.24	(iv) client demographic data,							
5.25	(v) service type.							
	Solution includes either a standard report or and ad hoc report output of consumer name, and County ID number to create a barcode label, as an Excel file or as a direct output to printer.							
5.25	(i) Selectable as a single consumer record.							
5.26	(ii) Selectable as multiple consumer records.							

EXHIBIT 3 – SECURITY REQUIREMENTS

SECURITY REQUIREMENTS AND RESPONSE DOCUMENT

INSTRUCTIONS: _Please complete the following information regarding your security guidelines, policy, and procedures. While any section or listed element within the section can be left blank, the County will consider that to mean that you do not have security elements listed for that section / element or that you consider that section / element not to apply. Answer each subsection or element with a Yes or No and a brief description of how that subsection or element is met._

County understands that not every element or section may apply to all information technology solutions. However, this document is very similar in content as a guideline of what the County covers in security audits. County reserves the right to conduct a security audit for any Contractor that handles or hosts County data.

Format of this Security Document
-- --------------

1. **This is the Security Section to be covered.**

    1.1. **This is the Sub-Section.** It contains the Security Requirements (in red, approximately 38) that need to be covered.

        1.1.1. **This indicates the "elements"** within the Sub-Section that you answer Yes or No and then add a brief description / notes for clarity if needed, of how this is met in the context of the Security Requirement. As we have done here type your brief description in 12 Pt, italic, non-bold font, so that we can quickly identify your response.

Contractor Name   :

Address   :

City, State Zip   :

Contact Name   :

Title(s)   :

Phone(s)   :

EXHIBIT 3 – SECURITY REQUIREMENTS

1. **INFORMATION SECURITY PROGRAM:** What is your Information Security Program and how is it documented.

    1.1. *Information Security Policies*

    1.2. *Standards*

    1.3. *Procedures*

    1.4. *Guidelines*

2. **ORGANIZATIONAL SECURITY**.

    2.1. *Information Security Infrastructure:* A management framework must be established to initiate and control the implementation of information security within the organization.

        2.1.1. **Security Management**

        2.1.2. **Security Coordination**

        2.1.3. **Defined Information Security Responsibilities**

        2.1.4. **Authorization Process for Information Processing Facilities**

        2.1.5. **In House Security Advice Specialist Experience**

        2.1.6. **Cooperation Between and Within Your Organizations**

        2.1.7. **Independent Review of Information Security**

    2.2. *Security of Third Party Access:* The organization IT facilities and information assets that control the access of non-organizational third parties must be kept secure.

        2.2.1. **Identification of Risks from Third Party Access**

        2.2.2. **Security Requirements in Third Party Contracts**

    2.3. *Outsourcing:* The security of information must be maintained even when the responsibility for the processing has been outsourced to another organization.

        2.3.1. **Security Requirements in Outsourcing Contracts**

3. **ASSET CLASSIFICATION & CONTROL**

    3.1. *Accounting of Assets:* Appropriate accounting of organizational assets (hardware, software, data, etc.) must be established.

        3.1.1. **Inventory of Assets**

    3.2. *Information Classification:* Security classifications should be used to indicate the need for, and priorities for, security protection of information assets.

        3.2.1. **Classification Guidelines**

        3.2.2. **Information Labeling and Handling**

HOA.852550.1

EXHIBIT 3 – SECURITY REQUIREMENTS

4. **PERSONNEL SECURITY**

4.1. *Security in Job Definitions and Resourcing:* Security should be addressed at the recruitment stage, included in job descriptions and contracts, and monitored during an individual's employment.

4.1.1. **Security in Job Roles**

4.1.2. **Personnel Screening and Policy**

4.1.3. **Acceptable Use Agreement**

4.2. *User Training:* Users must be trained in security procedures and the correct use of I/T facilities.

4.2.1. **Information Security Education and Training**

4.3. *Responding to Security Incidents and Malfunctions:* Incidents affecting security must be formally reported through management channels as quickly as possible with follow-up documentation. *Note County contractors are required to report all security incidents to the County.

4.3.1. **Reporting of Security Incidents**

4.3.2. **Reporting of Security Weaknesses**

4.3.3. **Reporting of Software Malfunctions**

4.3.4. **Learning from Incidents**

4.3.5. **Disciplinary Process**

5. **PHYSICAL & ENVIRONMENTAL SECURITY**

5.1. *Secure Areas:* I/T facilities supporting critical or sensitive business activities belong and must be in secure areas.

5.1.1. **Physical Security Perimeter**

5.1.2. **Physical Entry Controls**

5.1.3. **Securing Offices, Rooms, and Facilities**

5.1.4. **Working in Secure Areas**

5.1.5. **Isolated Delivery and Loading Areas**

5.2. *Equipment Security:* Equipment must be physically protected from security threats and environmental hazards.

5.2.1. **Equipment Location and Protection**

5.2.2. **Power Supplies**

5.2.3. **Cabling Security**

5.2.4. **Equipment Maintenance**

5.2.5. **Security of Equipment Off premises**

5.2.6. **Secure Disposal or Reuse of Equipment**

EXHIBIT 3 – SECURITY REQUIREMENTS

5.3. General Controls: Information and information processing facilities must be protected from disclosure to, modification of, or theft by, unauthorized persons, and controls should be in place to minimize loss or damage.

5.3.1.Clear Desk and Clear Screen Policy

5.3.2.Removal of Property Authorization

6. COMMUNICATIONS AND OPERATIONS MANAGEMENT

6.1. Operational Procedures and Responsibilities: Responsibilities and procedures must be established for the management and operation of all computers and networks.

6.1.1.Documented Operating Procedures

6.1.2.Operational Change Control

6.1.3.Incident Management Procedures

6.1.4.Segregation of Duties

6.1.5.Separation of Development and Operational Facilities

6.1.6.External Facilities Management

6.1.7.Technical

6.2. System Planning and Acceptance: Advance planning and preparation must ensure the availability of adequate capacity and resources.

6.2.1.Capacity Planning

6.2.2.System Acceptance

6.3. Protection from Malicious Software: Apply precautions to prevent and detect the introduction of malicious software can safeguard the integrity of software and data.

6.3.1.Controls Against Malicious Software

6.4. Housekeeping: Routine procedures must be established for making backup copies of data, logging events and faults, and where appropriate, monitoring the equipment environment.

6.4.1.Information Backup Process

6.4.2.Backup Media Offsite Storage

6.4.3.Recovery Testing

6.4.4.Operator Logs

6.4.5.Fault

6.5. Network Management: The security of computer networks that may span organizational boundaries must be managed to safeguard information and to protect the supporting infrastructure.

6.5.1.Network Controls

EXHIBIT 3 – SECURITY REQUIREMENTS

6.6. *Media Handling and Security:* Computer media must be controlled and physically protected to prevent damage to assets and interruptions to business activities.

6.6.1.Management of Removable Computer Media

6.6.2.Disposal of

6.6.3.Information Handling Procedures

6.6.4.Security of System Documentation

6.7. *Exchanges of Information and Software:* Exchanges of data and software between organizations must be controlled to prevent loss, modification, or misuse of data.

6.7.1.Information and Software Exchange Agreements

6.7.2.Security of Media in Transit

6.7.3.Electronic Commerce Security

6.7.4.Security of Electronic Mail

6.7.5.Security of Electronic Office Systems

6.7.6.Publicly Available Systems

6.7.7.Other Forms of Information Exchange

7. ACCESS CONTROL

7.1. *Business Requirement for System Access:* Policies for information dissemination and entitlement must control access to computer services and data on the basis of business requirements.

7.1.1.Access Control Policy

7.2. *User Access Management:* Formal procedures are needed to control allocation of access rights to I/T services.

7.2.1.User Registration

7.2.2.Privilege Management

7.2.3.User Password Management

7.2.4.Review of User Access

7.3. *User Responsibilities:* Users must be made aware of their responsibilities for maintaining effective access controls, particularly regarding the use of passwords and security of user equipment.

7.3.1.Password Use

7.3.2.Unattended User Equipment

7.4. *Network Access Control:* Connections to network services must be controlled to ensure that connected users or computer services do not compromise the security of any other networked services.

7.4.1.Policy on Use of Network Services

HOA.852550.1

EXHIBIT 3 – SECURITY REQUIREMENTS

*7.4.2.*Enforced Path

*7.4.3.*User Authentication for External Connections

*7.4.4.*Node Authentication

*7.4.5.*Remote Diagnostic Port Protection

*7.4.6.*Network Segregation

*7.4.7.*Network Connection Control

*7.4.8.*Network Routing

*7.4.9.*Security in Network Services

7.5. *Operating System Access Control:* Access to computers must be strictly limited through the use of appropriate access controls.

*7.5.1.*Automatic Device Identification

*7.5.2.*Logon Procedures

*7.5.3.*User Identification and Authentication

*7.5.4.*Password Management System

*7.5.5.*Use of System Utilities

*7.5.6.*Duress Alarm to Safeguard Users

*7.5.7.*Device Time-Out

*7.5.8.*Limitation of Connection

7.6. *Application Access Control:* Logical access controls must be enacted to protect application systems and data from unauthorized access.

*7.6.1.*Information Access Restriction

*7.6.2.*Isolation of Sensitive

7.7. *Monitoring System Access and Use:* Systems must be monitored to ensure conformity with access policy and standards, to detect unauthorized activities, and to determine the effectiveness of security measures adopted.

*7.7.1.*Event Logging

*7.7.2.*Monitoring System Use

*7.7.3.*Clock Synchronization

7.8. *Mobile Commuting and Tele-working:* When using mobile computing and teleworking, the organization must examine the risks and apply appropriate protection to the equipment or site.

*7.8.1.*Mobile Commuting

*7.8.2.*Teleworking

EXHIBIT 3 – SECURITY REQUIREMENTS

8. SYSTEMS DEVELOPMENT & MAINTENANCE

8.1. Security Requirements of Systems: To ensure that security is built into I/T systems, security requirements must be identified, justified, agree to, and documented as part of the requirements definition stage of all I/T system development projects.

8.1.1. Security Requirements Analysis and Specification

8.2. Security in Application Systems: Security controls that conform to commonly accepted industry standards of good security practice must be designed into applications systems to prevent loss, modification, or misuse of user data.

8.2.1. Input Data Validation

8.2.2. Control of Internal Processing

8.2.3. Message Authentication

8.2.4. Output Data Validation

8.3. Cryptographic Controls: To protect the confidentiality, authenticity, or integrity of information, cryptographic systems and techniques must be used for complete protection of information that is considered at risk. ***Note County requires encryption or equivalent security on County consumers information.**

8.3.1. Policy on the Use of Cryptographic Controls

8.3.2. Encryption

8.3.3. Digital Signatures

8.3.4. Non-repudiation Services

8.3.5. Key Management

8.4. Security of System Files: To ensure that I/T projects and support activities are conducted in a secure manner, the responsibility for controlling access to application system files must be assigned to and carried out by the owning user function or development group.

8.4.1. Control of Operational Software

8.4.2. Protection of System Test Data

8.4.3. Access Control to Program Source Library

8.5. Security in Development and Support Environments: Project and support environments must be strictly controlled to maintain the security of application system software and data.

8.5.1. Change Control Procedures

8.5.2. Technical Review of Operating System Changes

8.5.3. Restrictions on Changes to Software Packages

8.5.4. Covert Channels and Trojan Code

8.5.5. Outsourced Software Development

EXHIBIT 3 – SECURITY REQUIREMENTS

9. BUSINESS CONTINUITY / DISASTER RECOVERY MANAGEMENT

9.1. Aspects of Business Continuity Planning: Business continuity plans must be available to counteract interruptions to business activities.

9.1.1. Business Continuity Management Process

9.1.2. Business Continuity and Impact Analysis

9.1.3. Writing and Implementing Continuity Plans

9.1.4. Business Continuity Planning Framework

9.1.5. Testing, Maintaining, and Reassessing Business Continuity Plans

9.1.6. BCP Workshops

9.2. Disaster Recovery Planning: Disaster recovery plans must be available to provide recovery of I/T systems, especially those required to support critical programs and services.

9.2.1. Disaster Recovery Plans

10. COMPLIANCE

10.1. Compliance with Legal Requirements: All relevant requirements for each I/T system must be identified and documented.

10.1.1. Identification of Applicable Legislation

10.1.2. Intellectual Property Rights

10.1.3. Safeguarding of Organizational Records

10.1.4. Data Protection and Privacy of Personal Information

10.1.5. Prevention of Misuse of Information Processing Facilities

10.1.6. Regulation of Cryptographic Controls

10.1.7. Collection of Evidence

10.2. Reviews of Security Policy and Technical Compliance: To ensure compliance of I/T systems with organizational security policies and standards, compliance reviews must be conducted regularly.

10.2.1. Compliance with Security Policy

10.2.2. Technical Compliance Checking

10.3. System Audit Considerations: There must be controls over operational systems and audit tools during system audits to minimize interference to and from the system audit process, and to protect the integrity and prevent the misuse of audit tools.

10.3.1. System Audit Controls

10.3.2. Protection of System Audit Tools

11. APPROVALS

EXHIBIT 3 – SECURITY REQUIREMENTS

11.1. Formal Review and Approvals: Approvals should be gained from major stakeholders.

    11.1.1. **Security Organization(s) – Servers**

    11.1.2. **Security Organization(s) – Client Devices**

    11.1.3. **Security Organization(s) – Communication/Network**

    11.1.4. **Vendor(s)**

EXHIBIT 4 – COST SHEET AND INSTRUCTIONS

COMMUNITY AND SENIOR CENTER AUTOMATION SOLUTION

I. License and System Maintenance					
MAINTENANCE FEES [A + B]*		Pricing Brackets			
A. Annual License, including Maintenance Services		46 - 60 Workstations	61-75 Workstations		
1. Year 1					
2. Year 2					
3. Year 3					
4. Option Year 4					
5. Option Year 5					
B. Annual Hosting, including Support Services					
1. Year 1					
2. Year 2					
3. Year 3					
4. Option Year 4					
5. Option Year 5					
C. Periodic Data Warehouse Extract		On-Line Read only Access	Daily Extracts	Weekly Extracts	Monthly Extracts
1. Year 1					
2. Year 2					
3. Year 3					
4. Option Year 4					
5. Option Year 5					
D. Software Modifications, including Additional Customizations and Additional Interfaces *		Fixed Hourly Rate			
1. Professional Services and Application Modifications Hourly Rate					

II. Client Hardware – Workstations	
A. Workstation	n/a County provided
B. Touch Screen	n/a County provided
C. Scanners	n/a County provided

III. Implementation Services - One Time Cost	
	Cost
A. Deployment of COTS Configuration	
B. Data Migration	
C. Training	
1. On-site	
2. Train the Trainer	
3. Online	
D. Setup Costs	
1. Data Warehouse Extract	
2. On-Going Consumer Import	
3. Response Time Monitoring	
4. Hosting	

*   **Maintenance Fees and Fixed Hourly Rate shall not increase during the Initial Term and be subject to COLA thereafter.**

EXHIBIT 4 – COST SHEET AND INSTRUCTIONS

Application Add-in Cost Sheet					
Desired Feature ID	Description	Work Summary	Development Costs	Implement. Cost	3rd Party Lic. Cost
3.9	Upload from memory scanner				

EXHIBIT 4 – COST SHEET AND INSTRUCTIONS

Cost Sheet Instructions

- ..... **Electronic version of the Cost Sheet is on the RFP Website for actual response use.**

- ..... **Costs on the Cost Sheet MUST represent the total cost to the County <u>including all taxes and fees.</u>**

- ..... **Costs are not duplicated on the Cost Sheet.**

- ..... **The costs applied to the RFP Cost Proposal will be the Total of Section I thru IV (County selected options within each section, if applicable).**

I.   <u>LICENSE AND SYSTEM MAINTENANCE</u>

The Maintenance Fees are to be quoted in two parts: Annual License (Section A) and Annual Hosting (Section B). Maintenance Fees shall not increase during the Initial Term and be subject to COLA thereafter.

<u>SECTION A</u>. **Annual License -** These annual costs include the cost of Maintenance Services and are in two brackets 46-60 workstations and 61-75 workstations which may or may not have different Annual Software pricing for the brackets. County intends on initially installing 46 workstations. However, Annual License costs would not change within the brackets.

<u>SECTION B</u>. **Annual Hosting -** These annual costs include Support Services and are in two brackets 46-60 workstations and 61-75 workstations which may or may not have different Annual Hosting pricing for the brackets. County intends on initially installing 46 workstations. However, Annual Hosting costs would not change within the brackets.

<u>SECTION C</u>. **Periodic Data Warehouse Extract -** These annual costs are requested with four options Contractor should cost all four options. During the RFP evaluation period, the County will decide the best option for the County based on the Solution presented and County business needs and then apply that cost option to all proposals. If On-Line Read only access is not selected, then the County will make the business decision which of the periodic extract options to use; daily, weekly, or monthly extracts.

<u>SECTION D</u>. **Software Modifications -** This is the Fixed Hourly Rate charged for Software Modifications, including Additional Customizations and Additional Interfaces, and Professional Services.   The Fixed Hourly Rate shall not increase during the Initial Term and be subject to COLA thereafter.

II.   <u>CLIENT HARDWARE – WORKSTATIONS</u>

County will supply the Solution Client workstations. If there are third party provided and required licenses for the workstation that are necessary for the proposed Solution, then the Proposer shall list these costs and attach to the Cost Proposal with an explanation.

EXHIBIT 4 – COST SHEET AND INSTRUCTIONS

Section A. Workstation - County specified, purchased and installed.

Section B. Touch Screen - Contracto**r** lists touchscreens that work with Solution, County selects from list or if unacceptable requests a modification to the Vendor preferred list. County purchases and installs.

Section C. Scanners - Contractor lists scanners (wired and/or wireless) that work with Solution, County selects from list or if unacceptable requests a modification to the Vendor preferred list. County purchases and installs.

III.   **IMPLEMENTATION SERVICES – ONE TIME COSTS**

Section A. Deployment of COTS Configuration - All one-time costs for implementation shall be included here, unless a specific breakout is requested below.

Section B. Data Migration - Data Migration costs

Section C. Training - County will select which option based on RFP proposed Solution.

Section D. Setup Costs - Include breakout for the listed setup areas. If there are other setup costs they should be included in Section A. Deployment of COTS Configuration and may be noted and attached to the Cost Proposal.

IV.   **Application Add-In Costs**
County will select which desired features to apply, if a desired feature is selected that selection will be applied to all Contractor Cost Proposals.

EXHIBIT 5 – STATEMENT OF WORK CERTIFICATION

STATEMENT OF WORK CERTIFICATION

I certify on behalf of the Proposer that the Proposer (check one below):

[   ]   (i) Agrees to provide all tasks, subtasks, deliverables, goods, services and other work as specified in Appendix B (Statement of Work) to the RFP, as such may be modified by County following the release of the RFP, but prior to the commencement of the Agreement negotiations or execution of the resultant Agreement, and (ii) shall not raise any exceptions or objections to such Statement of Work, as such may be modified by County, if County elects to negotiate with the Proposer and award the Proposer the resultant Agreement.

[   ]   (i) Proposes revisions to Appendix B (Statement of Work) to the RFP, which are attached hereto, and (ii) acknowledges and agrees that such revisions may result, in County's sole discretion, in points being deducted from the Proposer's evaluation score, as specified in Sub-Section 1 (Statement of Work) under Section 2.10.8 (Terms and Conditions) of the RFP.

Signature: _____   Date: _____

EXHIBIT 6 – REQUIRED AGREEMENT CERTIFICATION

REQUIRED AGREEMENT CERTIFICATION

I certify on behalf of the Proposer that the Proposer (check one below):

[ ] (i) Accepts all terms and conditions specified in Appendix A (Required Agreement) to the RFP, as such may be modified by County following the release of the RFP, but prior to the commencement of the Agreement negotiations or execution of the resultant Agreement, and (ii) shall not raise any exceptions or objections to the Required Agreement, as such may be modified by County, if County elects to negotiate with the Proposer and award the Proposer the resultant Agreement.

[ ] (i) Takes exceptions to Appendix A (Required Agreement) to the RFP, which are attached hereto, and (ii) acknowledges and agrees that County, in its sole discretion, may find that such exceptions are material enough to deem the proposal non-responsive and not be subject to further evaluation or may deduct points from the Proposer's evaluation score, as specified in Sub-Section 2 (Required Agreement) under Section 2.10.8 (Terms and Conditions) of the RFP.

Signature: _____   Date: _____